

Facility Hours and Waiting Times

Often public healthcare users experience long waiting times — spending hours at each visit to the clinic. This simply does not work well for most people, particularly working people and those in school. Having people living with HIV spend an extended time at a clinic, simply to collect ART refills, increases the risk of that person disengaging from care.

Time Patients Spend at the Facility?

Patient Responses: 241

Amount of time spent: **5:NaN**

Comparison Results

| | |
|------------------------|------|
| National Average: | 4:58 |
| Province Average: | 5:25 |
| Best District Result: | 3:36 |
| Worst District Result: | 7:55 |

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Ntapane Clinic | 3:55 |
| Mqanduli CHC | 4:21 |
| Lusikisiki Village Clinic (Qaukeni) | 4:40 |
| St Elizabeth's Gateway Clinic | 4:47 |
| Ngangelizwe CHC | 4:58 |
| | -- |
| Mthatha Gateway Clinic | 5:48 |
| Stanford Terrace Clinic | 6:01 |
| Civic Centre Clinic (Mthatha) | 6:49 |
| Qumbu CHC | 7:18 |
| Mhlakulo CHC | 7:33 |

Earliest Patient Arrival Time

Patient Responses: 243

Earliest arrival time: **5:NaN**

Comparison Results

| | |
|------------------------|------|
| National Average: | 5:26 |
| Province Average: | 5:31 |
| Best District Result: | 7:54 |
| Worst District Result: | 4:18 |

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Tsolo Clinic | 6:22 |
| Mqanduli CHC | 6:07 |
| Ngangelizwe CHC | 5:43 |
| Lusikisiki Village Clinic (Qaukeni) | 5:39 |
| Stanford Terrace Clinic | 5:35 |
| | -- |
| Civic Centre Clinic (Mthatha) | 5:04 |
| Holy Cross Gateway Clinic | 5:02 |
| St Elizabeth's Gateway Clinic | 5:02 |
| Flagstaff Clinic | 4:47 |
| Mthatha Gateway Clinic | 4:13 |

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 87

| | |
|-------------------------|-----|
| Very Unsafe: | 15% |
| Unsafe: | 45% |
| Neither Safe or Unsafe: | 28% |
| Safe: | 8% |
| Very Safe: | 3% |
| Dont know: | 1% |

District Score* **2.40**

Comparison Results

| | |
|------------------------|------|
| National Average: | 2.92 |
| Province Average: | 2.24 |
| Best District Result: | 4.54 |
| Worst District Result: | 1.00 |

* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Tsolo Clinic | 3.80 |
| Civic Centre Clinic (Mthatha) | 3.13 |
| Lusikisiki Village Clinic (Qaukeni) | 3.00 |
| Holy Cross Gateway Clinic | 2.50 |
| Flagstaff Clinic | 2.45 |
| | -- |
| Stanford Terrace Clinic | 2.14 |
| Qumbu CHC | 2.13 |
| Mqanduli CHC | 2.00 |
| St Elizabeth's Gateway Clinic | 2.00 |
| Ngangelizwe CHC | 1.50 |

Are the Queues at the Facility Long?

Patient Responses: 241

| | |
|------------|-----|
| Yes: | 72% |
| No: | 21% |
| Dont know: | 7% |

District Score* **77%**

Comparison Results

| | |
|------------------------|------|
| National Average: | 81% |
| Province Average: | 86% |
| Best District Result: | 46% |
| Worst District Result: | 100% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **LOWER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Lusikisiki Village Clinic (Qaukeni) | 44% |
| Ntapane Clinic | 44% |
| St Elizabeth's Gateway Clinic | 44% |
| Port St Johns CHC | 47% |
| Flagstaff Clinic | 52% |
| | -- |
| Mqanduli CHC | 100% |
| Mthatha Gateway Clinic | 100% |
| Ngangelizwe CHC | 100% |
| Stanford Terrace Clinic | 100% |
| Tsolo Clinic | 100% |

Clinic Conditions

In some cases, clinics monitored through Ritshidze are found to be in a bad condition, with buildings that are dirty or in disrepair, and toilets that are either dysfunctional, unclean or without soap or toilet paper. At other times clinics are too small to meet the needs of patients and more space is required for people to wait, or to provide medical care, or for filing systems or storage. It is important that clinics have enough space and are maintained in a good condition to provide a clean, safe and effective environment to meet the needs of both patients and staff.

Concerns with the Condition of Building:

Total Observations:1

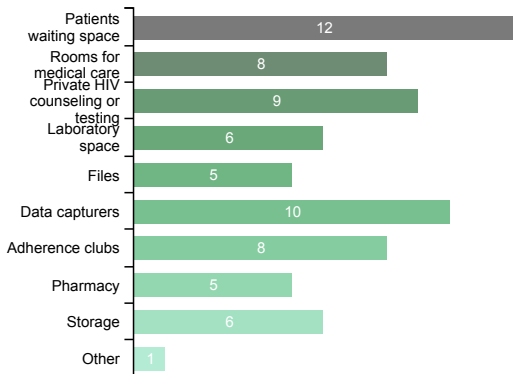
Facility Results



| Facility | Count |
|-------------------------------|-------|
| Civic Centre Clinic (Mthatha) | 1 |
| Other | 1 |

What do you need more space for?

Facility Responses:13

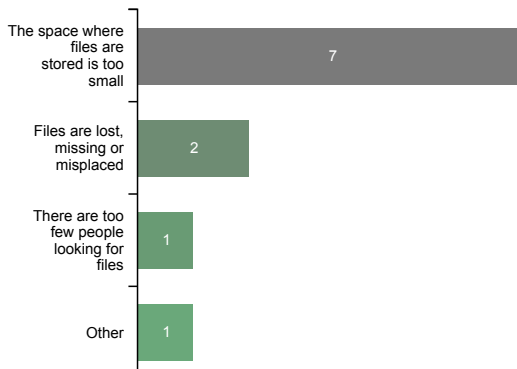


Facility Results

| Facility | Patients waiting space | Rooms for medical care | Private HIV counseling or testing | Laboratory space | Files | Data capturers | Adherence clubs | Pharmacy | Storage | Other |
|-------------------------------------|------------------------|------------------------|-----------------------------------|------------------|-------|----------------|-----------------|----------|---------|-------|
| Ngangelizwe CHC | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Mhlakulo CHC | 1 | 1 | 1 | 1 | | | 1 | 1 | 1 | |
| Lusikisiki Village Clinic (Qaukeni) | 1 | 1 | 1 | | | 1 | 1 | | | |
| Tsolo Clinic | 1 | 1 | | | 1 | 1 | | 1 | | |
| Flagstaff Clinic | 1 | | | | | 1 | 1 | | | 1 |
| Mqanduli CHC | 1 | | | | 1 | 1 | 1 | | | |
| Mthatha Gateway Clinic | 1 | 1 | 1 | | | 1 | | | | |
| Ntapane Clinic | 1 | 1 | 1 | 1 | | | | | 1 | |
| Qumbu CHC | | 1 | 1 | | | 1 | 1 | | | |
| Stanford Terrace Clinic | 1 | 1 | | | | | | | | |

What is in bad condition? Please select all that apply:

Total Observations:7



Facility Results

| Facility | The space where files are stored is too small | Files are lost, missing or misplaced | There are too few people looking for files | Other |
|-------------------------------------|---|--------------------------------------|--|-------|
| Mthatha Gateway Clinic | 1 | 1 | 7 | 1 |
| Stanford Terrace Clinic | 1 | 1 | | |
| Civic Centre Clinic (Mthatha) | 1 | | | |
| Lusikisiki Village Clinic (Qaukeni) | 1 | | | |
| Mqanduli CHC | 1 | | | |
| Ngangelizwe CHC | 1 | | | |
| Ntapane Clinic | 1 | | | |

Access to Medicines and Shortages/Stockouts

Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be urgently addressed.

Any Patients left without the Medicine due to Shortage

Patient Responses: 243

Yes: 16%

No: 71%

Don't know: 13%

District Score* **19%**

Comparison Results

National Average: 15%

Province Average: 17%

Best District Result: 0%

Worst District Result: 82%

* Percent of survey responses responding undefined (excluding "Don't Know"). LOWER scores are better.

Facility Results (5 Best/Worst)

| | |
|-------------------------------|-----|
| Ntapane Clinic | 0% |
| Tsolo Clinic | 0% |
| Mhlabakulo CHC | 7% |
| Ngangelizwe CHC | 7% |
| Stanford Terrace Clinic | 13% |
| | -- |
| St Elizabeth's Gateway Clinic | 23% |
| Qumbu CHC | 29% |
| Port St Johns CHC | 31% |
| Civic Centre Clinic (Mthatha) | 38% |
| Holy Cross Gateway Clinic | 75% |

Patient Reports of Medicine Shortage(s)

Patient Responses: 40

Facility Results

| | HIV medicine | PrEP | TB medicine | Contraceptives | Pregnancy Test | Vaccines | Bandages (or other dry stock) | Other medicines or tests |
|-------------------------------------|--------------|------|-------------|----------------|----------------|----------|-------------------------------|--------------------------|
| Flagstaff Clinic | | | | 4 | 2 | 1 | | |
| Lusikisiki Village Clinic (Qaukeni) | | 1 | | 2 | | 1 | | |
| Stanford Terrace Clinic | 1 | | 1 | 1 | | | | |
| Mqanduli CHC | 2 | | | 1 | | | | |
| Mthatha Gateway Clinic | | | | 1 | | | | 1 |
| Port St Johns CHC | 1 | | | | | | | 4 |
| Qumbu CHC | 3 | | | 2 | | | | |
| Mhlabakulo CHC | 1 | | | | | | | |
| Ngangelizwe CHC | | | | 1 | | | | |
| St Elizabeth's Gateway Clinic | | | | 3 | | | | |

Contraception shortage(s)

Patient Responses: 23

Facility Results

| | Birth control pill | Injection | Implant | IUD (interuterine device) |
|-------------------------------------|--------------------|-----------|---------|---------------------------|
| Flagstaff Clinic | | 4 | | 1 |
| Holy Cross Gateway Clinic | | 3 | 4 | 4 |
| St Elizabeth's Gateway Clinic | | 3 | 1 | 1 |
| Lusikisiki Village Clinic (Qaukeni) | | 2 | | 1 |
| Civic Centre Clinic (Mthatha) | | 2 | | |
| Mqanduli CHC | | 1 | | |
| Mthatha Gateway Clinic | | 1 | | |
| Ngangelizwe CHC | | 1 | | |
| Qumbu CHC | | 2 | | |
| Stanford Terrace Clinic | | 1 | | |

HIV medication shortage(s)

Patient Responses: 9

Facility Results

| | First Line FDC | DTG-Based First Line FDC | Emtricitabine (FTC) | Other |
|-------------------------------|----------------|--------------------------|---------------------|-------|
| Mqanduli CHC | 1 | | 1 | |
| Civic Centre Clinic (Mthatha) | 1 | | | |
| Mhlabakulo CHC | 1 | | | |
| Port St Johns CHC | | 1 | | |
| Qumbu CHC | 3 | | | |
| Stanford Terrace Clinic | | | | 1 |

ARV Collection and Access

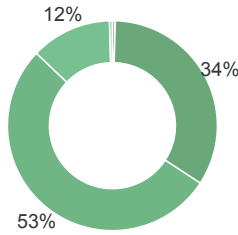
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

Length of HIV medicine refill?

Patient Responses: 225

Facility Results (5 Best/Worst)

| | |
|------------|-----|
| 1 week: | 0% |
| 2 weeks: | 0% |
| 3 weeks: | 0% |
| 1 month: | 34% |
| 2 months: | 53% |
| 3 months: | 12% |
| 6 months: | 0% |
| Dont know: | 0% |



District Score* **1.80**

Comparison Results

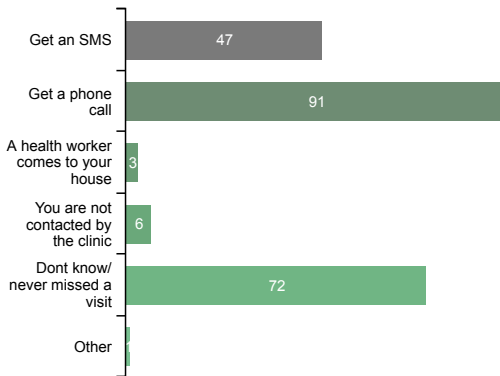
| | |
|------------------------|------|
| National Average: | 2.03 |
| Province Average: | 1.86 |
| Best District Result: | 2.39 |
| Worst District Result: | 1.56 |

* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

| | |
|-------------------------------------|------|
| Qumbu CHC | 2.40 |
| Holy Cross Gateway Clinic | 2.25 |
| Ntapane Clinic | 2.19 |
| St Elizabeth's Gateway Clinic | 2.19 |
| Lusikisiki Village Clinic (Qaukeni) | 2.06 |
| | -- |
| Tsolo Clinic | 1.67 |
| Ngangelizwe CHC | 1.38 |
| Port St Johns CHC | 1.28 |
| Mhlakulo CHC | 1.27 |
| Civic Centre Clinic (Mthatha) | 1.22 |

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 176

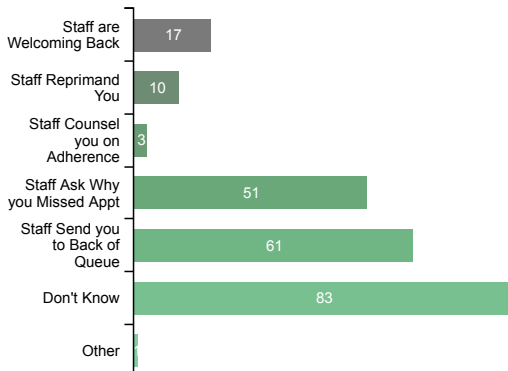


Facility Results

| | Get an SMS | Get a phone call | A health worker comes to your house | You are not contacted by the clinic | Dont know/never missed a visit | Other |
|-------------------------------|------------|------------------|-------------------------------------|-------------------------------------|--------------------------------|-------|
| Flagstaff Clinic | 11 | 11 | | | 3 | |
| Holy Cross Gateway Clinic | 9 | 7 | | | 4 | |
| Mhlakulo CHC | | 9 | | | 3 | 1 |
| Mthatha Gateway Clinic | | 4 | | | 2 | |
| Ngangelizwe CHC | 1 | 2 | | | 11 | |
| Ntapane Clinic | 2 | 6 | | | 7 | |
| Qumbu CHC | | 3 | | | | |
| St Elizabeth's Gateway Clinic | 11 | 10 | | | 5 | |
| Stanford Terrace Clinic | | 1 | | | 10 | |
| Tsolo Clinic | 2 | 10 | | | 3 | |

When a patient misses a visit, what happens the next time the patients comes to collect ARVs?

Patient Responses: 177



Facility Results

| | Staff are Welcoming Back | Staff Reprimand You | Staff Counsel you on Adherence | Staff Ask Why you Missed Appt | Staff Send you to Back of Queue | Don't Know | Other |
|-------------------------------------|--------------------------|---------------------|--------------------------------|-------------------------------|---------------------------------|------------|-------|
| St Elizabeth's Gateway Clinic | | | | 8 | 9 | 7 | |
| Port St Johns CHC | 1 | | | 9 | 11 | 6 | |
| Flagstaff Clinic | | | | 11 | 11 | 3 | |
| Lusikisiki Village Clinic (Qaukeni) | | | | 4 | 4 | 9 | |
| Stanford Terrace Clinic | | 1 | | 1 | | 10 | |
| Tsolo Clinic | 1 | 2 | 1 | 4 | 4 | 3 | 1 |
| Mqanduli CHC | 2 | | | 2 | 2 | 9 | |
| Qumbu CHC | 3 | | | 2 | 2 | | |
| Civic Centre Clinic (Mthatha) | 5 | 2 | | 3 | 1 | 2 | |
| Ntapane Clinic | 5 | | 2 | 1 | 1 | 7 | |

Adherence Clubs

Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently many adherence clubs have been suspended due to the COVID-19 pandemic. This suspension means our sample size for adherence club member responses is at times very low.

If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 203

Yes: 15%

No: 78%

Dont know: 7%

District Score* **16%**

Comparison Results

National Average: 35%

Province Average: 35%

Best District Result: 91%

Worst District Result: 1%

* Percent of survey responses responding undefined (excluding "Don't Know"). HIGHER scores are better.

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|-----|
| Tsolo Clinic | 38% |
| Qumbu CHC | 33% |
| Lusikisiki Village Clinic (Qaukeni) | 31% |
| St Elizabeth's Gateway Clinic | 29% |
| Mhlabulo CHC | 27% |
| | -- |
| Mqanduli CHC | 0% |
| Mthatha Gateway Clinic | 0% |
| Ngangelizwe CHC | 0% |
| Ntapane Clinic | 0% |
| Stanford Terrace Clinic | 0% |

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 30

Yes: 100%

District Score* **100%**

Comparison Results

National Average: 94%

Province Average: 98%

Best District Result: 100%

Worst District Result: 0%

* Percent of survey responses responding undefined (excluding "Don't Know"). HIGHER scores are better.

Facility Results

| | |
|-------------------------------------|------|
| Flagstaff Clinic | 100% |
| Holy Cross Gateway Clinic | 100% |
| Lusikisiki Village Clinic (Qaukeni) | 100% |
| Mthatha Gateway Clinic | 100% |
| Port St Johns CHC | 100% |
| Qumbu CHC | 100% |
| St Elizabeth's Gateway Clinic | 100% |
| Tsolo Clinic | 100% |

Information provided by the Adherence Club

Total Responses: 30

Facility Results

| | Side effects of medicines | Why patients should adhere to their ARVs | Different medicine options such as new drugs (ex. Doloutegravir) |
|-------------------------------------|---------------------------|--|--|
| Flagstaff Clinic | 3 | 3 | |
| Holy Cross Gateway Clinic | 2 | 1 | |
| Tsolo Clinic | 1 | 1 | |
| Lusikisiki Village Clinic (Qaukeni) | 4 | 3 | 3 |
| Mthatha Gateway Clinic | 5 | 3 | 6 |
| Port St Johns CHC | 3 | 3 | 3 |
| Qumbu CHC | 9 | 1 | 1 |
| St Elizabeth's Gateway Clinic | 2 | 2 | 1 |

What clinical services are offered at an adherence club meeting?

Total Responses: 30

Facility Results

| | ARV collection | Basic clinical check up | Referral for mental health services or psycho-social support | Dont know |
|-------------------------------------|----------------|-------------------------|--|-----------|
| Holy Cross Gateway Clinic | 2 | | | |
| Mthatha Gateway Clinic | 6 | | | |
| Port St Johns CHC | 3 | | | |
| St Elizabeth's Gateway Clinic | 1 | | | 1 |
| Tsolo Clinic | 1 | | | |
| Flagstaff Clinic | 3 | 2 | | |
| Lusikisiki Village Clinic (Qaukeni) | 4 | 2 | | |

Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 225

| | |
|------------|-----|
| Yes: | 96% |
| No: | 3% |
| Dont know: | 0% |

District Score* **97%**

Comparison Results

| | |
|------------------------|------|
| National Average: | 94% |
| Province Average: | 91% |
| Best District Result: | 100% |
| Worst District Result: | 71% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Lusikisiki Village Clinic (Qaukeni) | 100% |
| Mqanduli CHC | 100% |
| Mthatha Gateway Clinic | 100% |
| Ngangelizwe CHC | 100% |
| Ntapane Clinic | 100% |
| | -- |
| Flagstaff Clinic | 94% |
| Civic Centre Clinic (Mthatha) | 93% |
| Mhlakulo CHC | 93% |
| Holy Cross Gateway Clinic | 88% |
| Tsolo Clinic | 87% |

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 217

| | |
|------------|-----|
| Yes: | 58% |
| No: | 41% |
| Dont know: | 1% |

District Score* **58%**

Comparison Results

| | |
|------------------------|-----|
| National Average: | 77% |
| Province Average: | 72% |
| Best District Result: | 98% |
| Worst District Result: | 34% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|-----|
| Lusikisiki Village Clinic (Qaukeni) | 94% |
| Port St Johns CHC | 89% |
| Mqanduli CHC | 79% |
| St Elizabeth's Gateway Clinic | 75% |
| Stanford Terrace Clinic | 69% |
| | -- |
| Tsolo Clinic | 38% |
| Holy Cross Gateway Clinic | 36% |
| Ngangelizwe CHC | 27% |
| Mhlakulo CHC | 21% |
| Mthatha Gateway Clinic | 13% |

Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 225

| | |
|------------|-----|
| Yes: | 64% |
| No: | 8% |
| Dont know: | 28% |

District Score* **0.64**

Comparison Results

| | |
|------------------------|------|
| National Average: | 0.76 |
| Province Average: | 0.72 |
| Best District Result: | 0.98 |
| Worst District Result: | 0.19 |

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Port St Johns CHC | 0.94 |
| Lusikisiki Village Clinic (Qaukeni) | 0.88 |
| Ntapane Clinic | 0.81 |
| St Elizabeth's Gateway Clinic | 0.81 |
| Mthatha Gateway Clinic | 0.80 |
| | -- |
| Ngangelizwe CHC | 0.56 |
| Civic Centre Clinic (Mthatha) | 0.47 |
| Tsolo Clinic | 0.40 |
| Mhlakulo CHC | 0.33 |
| Holy Cross Gateway Clinic | 0.25 |

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 225

| | |
|------------|-----|
| Yes: | 40% |
| No: | 20% |
| Dont know: | 39% |

District Score* **0.40**

Comparison Results

| | |
|------------------------|------|
| National Average: | 0.56 |
| Province Average: | 0.57 |
| Best District Result: | 0.94 |
| Worst District Result: | 0.10 |

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Port St Johns CHC | 0.94 |
| Lusikisiki Village Clinic (Qaukeni) | 0.88 |
| St Elizabeth's Gateway Clinic | 0.81 |
| Qumbu CHC | 0.73 |
| Flagstaff Clinic | 0.53 |
| | -- |
| Stanford Terrace Clinic | 0.19 |
| Mqanduli CHC | 0.16 |
| Mhlakulo CHC | 0.13 |
| Ngangelizwe CHC | 0.06 |
| Ntapane Clinic | 0.00 |

Index Testing

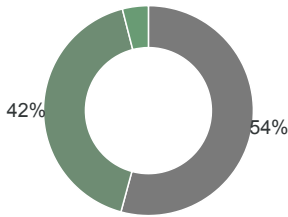
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights to consent, privacy, and confidentiality, it erodes trust in healthcare providers, and can put individuals at risk of violence. This is extremely important in the context of South Africa with a well-documented epidemic of gender-based violence.

HIV diagnosis increases the risk of intimate partner violence (IPV). Improperly conducted or pressured participation in index testing exacerbates these risks. In order to be conducted safely, index testing must always be voluntary and there must always be screening to assess the risk of IPV. Where violence or risk of violence is reported, those partners should never be contacted. Instead people should be offered IPV services on site or by referral. Adverse-event monitoring systems must be in place to ensure clients are supported if they do experience any harms.

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 225

| | |
|------------|-----|
| Yes: | 54% |
| No: | 42% |
| Dont know: | 4% |



District Score* **56%**

Comparison Results

| | |
|------------------------|-----|
| National Average: | 64% |
| Province Average: | 65% |
| Best District Result: | 97% |
| Worst District Result: | 7% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

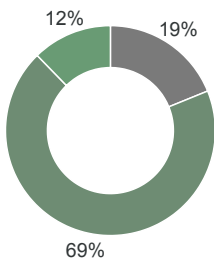
Facility Results (5 Best/Worst)

| | |
|---------------------------|-----|
| Stanford Terrace Clinic | 93% |
| Mthatha Gateway Clinic | 93% |
| Ntapane Clinic | 87% |
| Mqanduli CHC | 78% |
| Ngangelizwe CHC | 75% |
| | -- |
| Port St Johns CHC | 44% |
| Mhlabakulo CHC | 40% |
| Holy Cross Gateway Clinic | 33% |
| Flagstaff Clinic | 24% |
| Tsolo Clinic | 7% |

Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 122

| | |
|------------|-----|
| Yes: | 19% |
| No: | 69% |
| Dont know: | 12% |



District Score* **22%**

Comparison Results

| | |
|------------------------|------|
| National Average: | 72% |
| Province Average: | 62% |
| Best District Result: | 100% |
| Worst District Result: | 0% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

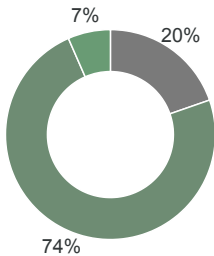
Facility Results (5 Best/Worst)

| | |
|-------------------------------|------|
| Tsolo Clinic | 100% |
| Qumbu CHC | 71% |
| Civic Centre Clinic (Mthatha) | 50% |
| Flagstaff Clinic | 50% |
| St Elizabeth's Gateway Clinic | 38% |
| | -- |
| Ntapane Clinic | 11% |
| Mqanduli CHC | 0% |
| Mthatha Gateway Clinic | 0% |
| Ngangelizwe CHC | 0% |
| Stanford Terrace Clinic | 0% |

Did the healthcare worker ask you about your risk of gender-based violence from your partner(s)?

Patient Responses: 122

| | |
|------------|-----|
| Yes: | 20% |
| No: | 74% |
| Dont know: | 7% |



District Score* **21%**

Comparison Results

| | |
|------------------------|------|
| National Average: | 64% |
| Province Average: | 39% |
| Best District Result: | 100% |
| Worst District Result: | 12% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

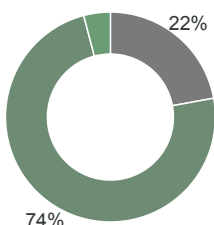
Facility Results (5 Best/Worst)

| | |
|-------------------------------------|-----|
| Qumbu CHC | 86% |
| Civic Centre Clinic (Mthatha) | 50% |
| Flagstaff Clinic | 50% |
| Lusikisiki Village Clinic (Qaukeni) | 33% |
| Mhlabakulo CHC | 33% |
| | -- |
| Mqanduli CHC | 0% |
| Mthatha Gateway Clinic | 0% |
| Ngangelizwe CHC | 0% |
| Port St Johns CHC | 0% |
| Tsolo Clinic | 0% |

Did the healthcare worker provide you with information on available gender-based violence services?

Patient Responses: 122

| | |
|------------|-----|
| Yes: | 22% |
| No: | 74% |
| Dont know: | 4% |



District Score* **23%**

Comparison Results

| | |
|------------------------|-----|
| National Average: | 60% |
| Province Average: | 47% |
| Best District Result: | 96% |
| Worst District Result: | 0% |

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------|-----|
| Ntapane Clinic | 69% |
| Qumbu CHC | 57% |
| Civic Centre Clinic (Mthatha) | 50% |
| Mhlabakulo CHC | 50% |
| Holy Cross Gateway Clinic | 40% |
| | -- |
| Mthatha Gateway Clinic | 0% |
| Ngangelizwe CHC | 0% |
| Port St Johns CHC | 0% |
| St Elizabeth's Gateway Clinic | 0% |
| Tsolo Clinic | 0% |

TB Infection Control

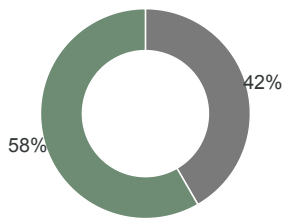
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients and staff.

The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB symptoms; and separating patients who are coughing on arrival at the clinic. Previously there was a seventh item on the checklist. It was for people who are coughing to be given a mask to wear on arrival. However, since the onset of COVID-19, everyone has to by law be wearing a mask in a public place such as a clinic.

Enough room in the waiting area?

Total Observations: 12

Yes: 42%
No: 58%



District Score* **42%**

Comparison Results

National Average: 48%
Province Average: 39%
Best District Result: 100%
Worst District Result: 0%

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

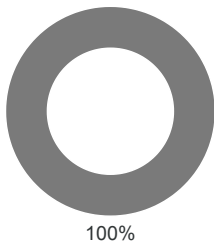
Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Flagstaff Clinic | 100% |
| Holy Cross Gateway Clinic | 100% |
| Lusikisiki Village Clinic (Qaukeni) | 100% |
| Port St Johns CHC | 100% |
| Qumbu CHC | 100% |
| | -- |
| Mthatha Gateway Clinic | 0% |
| Ngangelizwe CHC | 0% |
| Ntapane Clinic | 0% |
| St Elizabeth's Gateway Clinic | 0% |
| Stanford Terrace Clinic | 0% |

Were the Facility Windows Open?

Total Observations: 12

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 92%
Province Average: 82%
Best District Result: 100%
Worst District Result: 43%

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

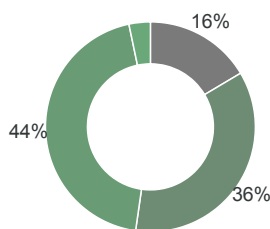
Facility Results (5 Best/Worst)

| | |
|-------------------------------------|------|
| Civic Centre Clinic (Mthatha) | 100% |
| Flagstaff Clinic | 100% |
| Holy Cross Gateway Clinic | 100% |
| Lusikisiki Village Clinic (Qaukeni) | 100% |
| Mqanduli CHC | 100% |
| | -- |
| Ntapane Clinic | 100% |
| Port St Johns CHC | 100% |
| Qumbu CHC | 100% |
| St Elizabeth's Gateway Clinic | 100% |
| Stanford Terrace Clinic | 100% |

Are people being asked for TB symptoms?

Patient Responses: 243

Yes: 16%
Only sometimes: 36%
No: 44%
Dont know: 3%



District Score* **17%**

Comparison Results

National Average: 54%
Province Average: 36%
Best District Result: 81%
Worst District Result: 8%

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

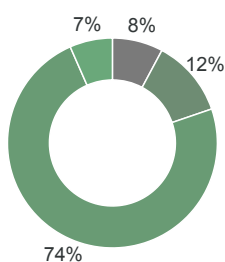
Facility Results (5 Best/Worst)

| | |
|-------------------------------------|-----|
| Qumbu CHC | 67% |
| Mhlabakulo CHC | 40% |
| Ntapane Clinic | 29% |
| Mthatha Gateway Clinic | 25% |
| Civic Centre Clinic (Mthatha) | 19% |
| | -- |
| Lusikisiki Village Clinic (Qaukeni) | 6% |
| Ngangelizwe CHC | 6% |
| Flagstaff Clinic | 0% |
| Holy Cross Gateway Clinic | 0% |
| St Elizabeth's Gateway Clinic | 0% |

Are people who are coughing in a separate room?

Patient Responses: 243

Yes: 8%
Only sometimes: 12%
No: 74%
Dont know: 7%



District Score* **8%**

Comparison Results

National Average: 39%
Province Average: 28%
Best District Result: 71%
Worst District Result: 8%

* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results (5 Best/Worst)

| | |
|-------------------------------------|-----|
| Qumbu CHC | 23% |
| Mthatha Gateway Clinic | 21% |
| Mhlabakulo CHC | 20% |
| Ntapane Clinic | 20% |
| Mqanduli CHC | 19% |
| | -- |
| Holy Cross Gateway Clinic | 0% |
| Lusikisiki Village Clinic (Qaukeni) | 0% |
| Ngangelizwe CHC | 0% |
| Port St Johns CHC | 0% |
| St Elizabeth's Gateway Clinic | 0% |